

TABLE OF CONTENTS

ACKNOWLEDGEMENT	iv
ABSTRACT	v
ABSTRAK	vi
TABLE OF CONTENTS	vii
LIST OF TABLES	xii
LIST OF FIGURES	xiv
LIST OF SYMBOLS	xv
GLOSSARY OF TERMS	xvi
LIST OF APPENDICES	xvii
1 INTRODUCTION	1
1.1 Introduction	1
1.2 Background of the research	2
1.2.1 The impact of the security measures on passengers	3
1.3 Purpose of study	5
1.4 Study Objectives	5
1.5 Research questions	6
1.6 Hypothesis	6
1.7 Scope of the Study	8
1.8 Limitation of Study	9
1.9 Expected Contributions	10
1.10 Chapter Outline	10
2 LITERATURE REVIEW	12
2.1 Introduction	12

2.2	Legislation and Definition of Security measures	13
2.3	Airport safety and security measures and procedures in terminal building	15
2.3.1	Airport security measures principles	15
2.3.2	Airport security responsibility and organization	16
2.3.3	Airport enforcement authority by country	17
2.3.3.1	Canada	17
2.3.3.2	France	18
2.3.3.3	Hong Kong SAR	19
2.3.3.4	India	19
2.3.3.5	Singapore	20
2.3.3.6	United Kingdom	21
2.3.3.7	United States	22
2.3.4	Process and equipment	23
2.4	Effects of September 11, 2001	26
2.4.1	Enhancements to Airport Security after 9/11	27
2.5	Passengers perception on airport safety and security measures	32
2.6	Awareness of safety and security	34
2.7	Conclusion	36
3	METHODOLOGY	37
3.1	Introduction	37
3.2	Study design	37
3.3	Sampling Design	38
3.3.1	Population	38
3.3.2	Sampling	39
3.3.2.1	Sampled population	39
3.3.2.2	Sampling unit	39
3.3.2.3	Sampling Frame	39
3.3.2.4	Sample size	40
3.3.2.5	Sampling method	41

	3.3.2.6 Biasness	41
3.4	The instrument	44
	3.4.1 Variables	45
	3.4.2 Reliability and Validity	47
3.5	Place and Time of Study	48
3.6	Data collection	48
	3.6.1 Secondary data collection	48
	3.6.2 Primary data collection	49
3.7	Data analysis	49
3.8	Conclusion	50
4	FINDINGS AND ANALYSIS	51
	4.1 Introduction	51
	4.2 Reliability of Scales	51
	4.3 Demographic Data Analyses	52
	4.4 General Analyses	54
	4.5 Testing for the Null Hypothesis 1	58
	4.5.1 Difference between Malaysians and Non-Malaysians in term of the awareness of ASMP	58
	4.5.2 Difference between Malaysians and Non-Malaysians in term of the awareness of higher ASMP after 9/11	59
	4.5.3 Difference between Malaysians and Non-Malaysians in term of the awareness on the Airport Security Service's Readiness to Confront any Unlawful Acts.	61
	4.5.4 Difference between Malaysians and Non-Malaysians in term of the awareness of ASMP's Consistency among Airports	62
	4.6 Testing the Null Hypothesis 2	63
	4.6.1 Perception of Safety and Gender	64
	4.6.2 Perception of Safety and Age group	65

	4.6.3	Perception of Safety and Marital status	66
	4.6.4	Perception of Safety and Education Level	67
	4.6.5	Perception of Safety and Ethnicity	69
	4.6.6	Perception of Safety and Nationality	70
	4.6.7	Perception of Safety and Travel Frequency	71
	4.6.8	Perception of Safety and Income Level	73
5		CONCLUSION AND RECOMENDATION	75
	5.1	Introduction	75
	5.2	Summary of the Findings	75
	5.3	Discussion of the Findings	76
	5.3.1	Awareness of ASMP and Nationality	76
	5.3.2	Nationality and Awareness of higher security at airport terminal building after 9/11	77
	5.3.3	Nationality and awareness of the airport security system's readiness to confront any act of unlawful interference	78
	5.3.4	Awareness on consistent ASMP procedures and policies from airport to airport	79
	5.4	Influence of Demographic Factors on the Perception of ASMP	80
	5.4.1	Gender	80
	5.4.2	Age	80
	5.4.3	Marital Status	81
	5.4.4	Education Level	81
	5.4.5	Ethnicity	82
	5.4.6	Nationality	83
	5.4.7	Travelling Frequency	84
	5.4.8	Income	84
	5.5	Recommendation for Future Researches	85

REFERENCES	87
A Survey Questionnaire	93

LIST OF TABLES

TABLE NO.	TITLE	PAGE
Table 3.1:	Primary data analysis	50
Table 4.1:	General view	55
Table 4.2:	Difference between Malaysians and Non-Malaysians in term of the awareness of ASMP	58
Table 4.3:	Difference between Malaysians and Non-Malaysians in term of the awareness of higher ASMP after 9/11	60
Table 4.4:	Difference between Malaysians and Non-Malaysians in term of the awareness on the Airport Security Service's Readiness to confront any Unlawful Acts	61
Table 4.5:	Difference between Malaysians and Non-Malaysians in term of the awareness of ASMP's Consistency among Airports	63
Table 4.6:	Relationship between gender and Perception of Safety in the Airports	64
Table 4.7:	Crosstabulation between Age Group and Perception of Safety	65
Table 4.8:	Symmetric Measures of Age Group and Perception of Safety	65
Table 4.9:	Relationship between perception of safety and marital status	67
Table 4.10:	Crosstabulation between Perception of Safety and Educational Level	68
Table 4.11:	Symmetric Measures of Perception of Safety and Educational Level	68
Table 4.12:	Crosstabulation between Perception of safety and ethnicity	69
Table 4.13:	Symmetric Measures of safety and ethnicity	69
Table 4.14:	Relationship between perception of safety and nationality	71

Table 4.15:	Crosstabulation between Perception of Safety and Travel Frequency	72
Table 4.16:	Symmetric Measures of Safety and Travel Frequency	72
Table 4.17:	Crosstabulation between Perception of Safety and Income Level	73
Table 4.18:	Symmetric Measures Perception of Safety and Income Level	73

LIST OF FIGURES

FIGURE NO.	TITLE	PAGE
Figure 1.1:	KLIA scheme	9
Figure 2.1:	Airport Security in process	24
Figure 2.2:	Airport metal detectors rely on pulse induction	25
Figure 2.3:	X-ray machine	25
Figure 2.4:	Airport X-ray hand luggage machine	25
Figure 4.1:	General view of age variation	52
Figure 4.2:	General view of educational level	53
Figure 4.3:	Totally incoming range	54
Figure 4.4:	Felling while waiting in line to security control	56
Figure 4.5:	Feeling while luggage is selected for searched personally	57
Figure 4.6:	Feeling while facing heavy-armed security personnel	57

LIST OF SYMBOLS

n_0	-	Sample size for infinite population
p	-	Proportion of the sample
$z_{\alpha/2}^2$	-	Critical value
e^2		Margin of error
n		Sample size
N		Population size
k	-	Number of items
$\sum \sigma_i^2$	-	The sum of total variances
σ_x^2	-	The variance of the total score

GLOSSARY OF TERMS

AAHK	-	Airport Authority Hong Kong
ACI	-	Airports Council International
AIDS	-	Acute immunity deficiency syndrome
ASMP	-	Airport security and safety measures and procedures
ASSR	-	Aviation Security Screening Records
ASU	-	Airport Security Unit
AVSECO	-	Hong Kong Police Force and Aviation Security Company
CAPPS	-	Computer Assisted Passenger Prescreening System
CATSA	-	Canadian Air Transport Security Authority
CISF	-	Central Industrial Security Force
DFT	-	Department for Transport UK
DHS	-	the U.S. Department of Homeland Security
EDT	-	Explosive trace detection
FAA	-	Federal Aviation Administration
FAMS	-	Federal Air Marshal Service
IATA	-	International Air Transport Association
ICAO	-	International Civil Aviation Organization
ITF	-	International Transport Forum
KLIA	-	Kuala Lumpur International Airport
MAHB	-	Malaysia Airports Holding Berhads SdnBhd
MATRA	-	Multi Agency Threat and Risk Assessment
RAIC	-	Restricted Area Identity Credential
SATS	-	Singapore Airport Terminal Services
SPSS	-	Statistical Program for Social Sciences
TSA	-	Transportation Security Administration

LIST OF APPENDICES

APPENDIX	TITLE	PAGE
A	Survey Questionnaire	93